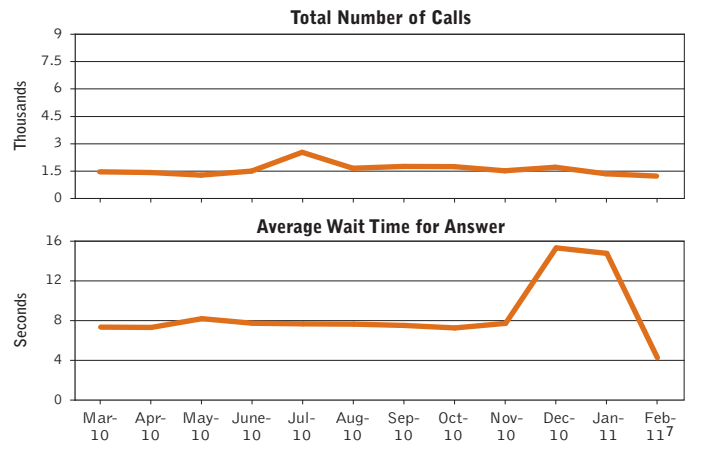
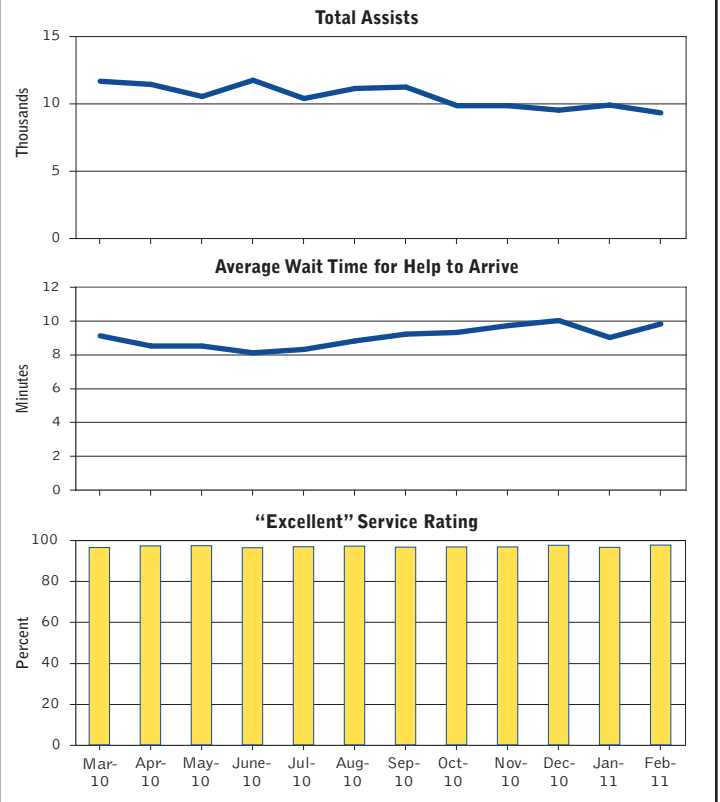


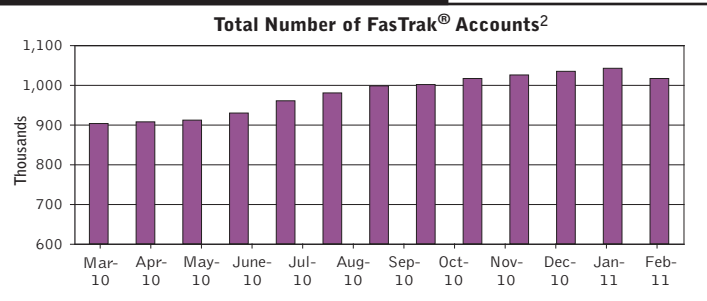
## Call Box Program



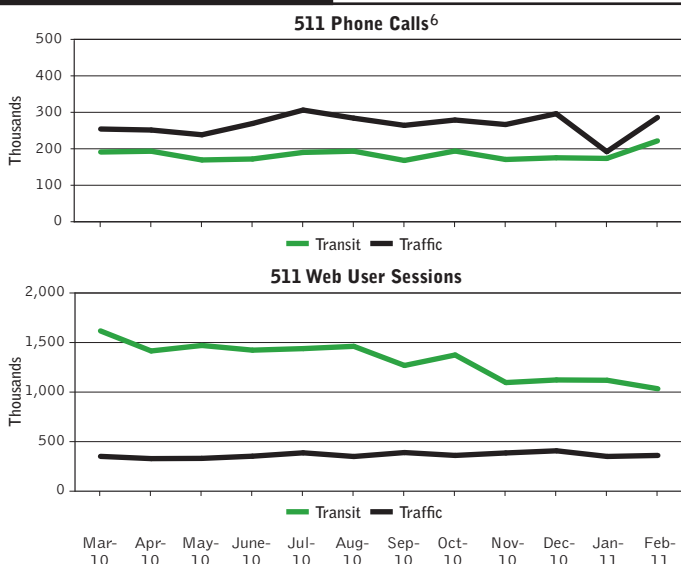
## Freeway Service Patrol



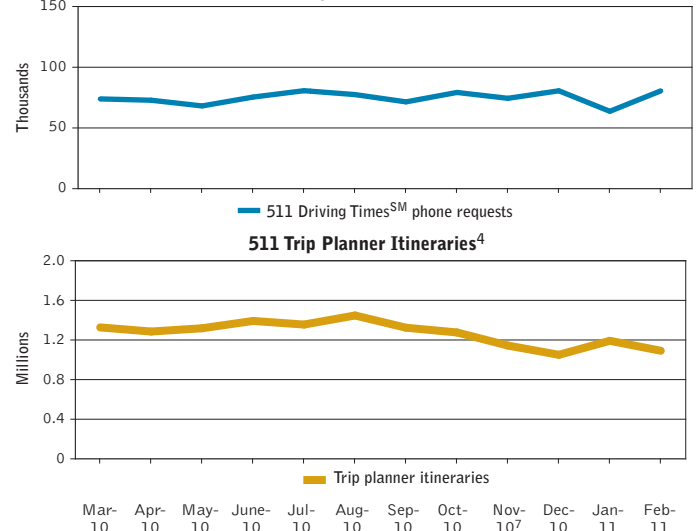
## FasTrak® Electronic Toll Collection<sup>1</sup>



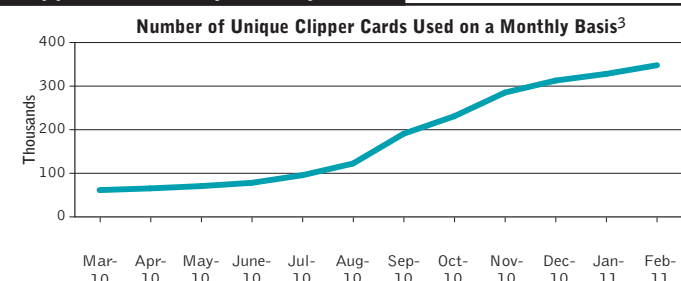
## 511 Phone and Web Usage



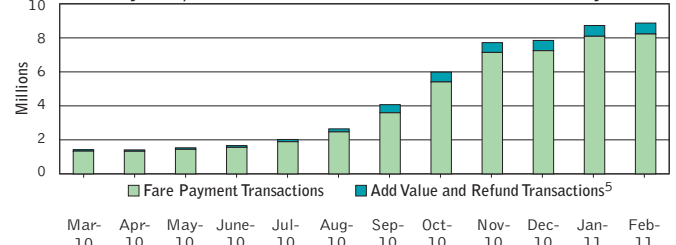
## 511 Driving Times<sup>SM</sup> Generated<sup>6</sup>



## Clipper<sup>SM</sup> Fare Payment System



## Fare Payment, Add Value and Refund Transactions on a Monthly Basis<sup>5</sup>



<sup>1</sup> MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.

<sup>2</sup> Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.

<sup>3</sup> New category as of September 2003; data collected since Aug. 2002

<sup>4</sup> Number of personalized transit itineraries requested

<sup>5</sup> As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. (Past reports did not include refunds, which, with few exceptions, have accounted for less than 50 transactions each month.)

<sup>6</sup> January 2011 511 phone usage totals may not be accurate. We are verifying the accuracy and will update future reports if necessary.

<sup>7</sup> Call Box contractor implemented new methods in February 2011 to answer phones more quickly.